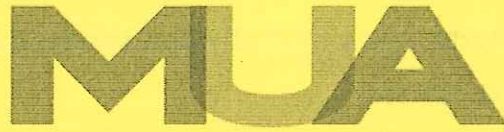


The
Management
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POST GRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF MASTER OF BUSINESS ADMINISTRATION

MBA 508: STRATEGIC MANAGEMENT INFORMATION SYSTEMS

DATE: 9TH APRIL 2019

DURATION: 3 HOURS

MAXIMUM MARKS: 60

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **FOUR (4)** questions.
4. Question **ONE** is **compulsory**.
5. Answer any other **TWO** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

OFFICE AUTOMATION

In 1988, six months after his appointment, the Director of the University Archives began to develop an automated information management system. This system would be used to manage the following tasks: establishing and maintaining a records retention schedule for university records; providing annual disposition documentation to advise departments of pending destruction or transfer of records; accessioning records into the records centre and into the archives; tracking the movement of records retrieved for reference; maintaining statistics on the uses of the records centre and archives.

The University Archives chose the Paradox software package; its decision was based on the fact that the university's finance and personnel departments were acquiring Paradox at the same time and a special reduced price was offered for a bulk purchase, with two years' service and assistance included. Since the assistant archivist was well-versed in the use of Paradox and would be responsible for its maintenance, this seemed a logical action.

The University Archives spent many years developing the intended functions but gradually found that the software was not flexible enough to handle all of the required tasks. It was necessary to bring in a computer programmer every six months to download and reload the data to eliminate errors generated in the data processing stage. Further, the University Archives wished to expand the information management system to include the following tasks: automatic generation of standardised records descriptions based on administrative information entered into the computer; printing of labels, finding aids and lists as required; on-line searching of files, by title, by creating department or by keyword searching of the database; expansion of the database to include all archival records in the repository, both institutional and private; possible

internet access to the archival data, with restricted access to selected information about current records.

As of 1992, the University Archives had a staff of four: two full-time professional staff, one full-time clerical assistant and one part-time student assistant. In 1993 the staff complement was reduced to three when the assistant archivist retired. As of 1996 this position had not been filled, owing to the budget freeze.

In 1993 the University Archives engaged a contractor to assist with revising the database. The consultant advised that the software chosen was not adequate to the task, but at that time the University Archives was not in a position to change. After eighteen months the contractor provided an interim report recommending that no further data be added to the database until the software was changed.

The University Archives continued to add data until spring 1995, when the system suffered a collapse and two week's data had to be re-entered. At that time the Director requested emergency funds to take action on restoring and upgrading the system, but the university was only able to provide \$1000, which allowed the University Archives to purchase and install a tape backup system.

Since summer 1995 the Director has been researching other information management systems and has determined that In magic software would perform more of the functions desired, though it was more suited to textual searching and reporting than to the number crunching required to generate disposition schedules and annual records updates.

In February, the Director was notified by a colleague in the Finance Department that some funds would be available for end-of-year projects, which is why the University Archives is now considering a major change in the software and systems used.

Required:

- a) Discuss tasks the system was intended to manage.

(5marks)

- b) Discuss tasks that the University Archives wished to handle with the expansion of the system?

(5marks)

- c) Explain how office automation system, functional area information system and decision support systems can support multiple levels of the University?

(12 marks)

- d) Identify any four management challenges to building and using information system.

(8 Marks)

QUESTION TWO

- a) Discuss the following types of information systems:

(6 marks)

- (i) Transaction process system.
- (ii) Management information system.
- (iii) Decision Support System

- b) Explain three types of computer network.

(6 marks)

- c) Distinguish between a virus, a worm, and a Trojan horse.

(3 marks)

QUESTION THREE

- a) Discuss FOUR advantages of e-commerce to the society.

(8 marks)

- b) Explain THREE ways an organization can make use of internet in its daily operation.

(6 marks)

- c) Differentiate between Business to business (B2B) and Consumer to Consumer (C2C) type of e-Commerce

(1 mark)

QUESTION FOUR

- a) Discuss THREE importance of computer systems networking and use of databases in computing.

(6 marks)

- b) Examine FOUR trends in the global business environment that have made information systems so important.

(8 marks)

- c) Define a digital firm

(1 mark)